Improved Information Assurance Services

To better serve our IASO's, the Information Assurance (IA) Team has recently started using Remedy, a database for trouble tickets involving IAVA Compliance, infected hosts, P2P software, SpyWare, and unauthorized computer use. All members of the DOIM IA Team can assist in reporting, troubleshooting IA issues, and disabling and re-enabling hosts. This system also allows the DOIM Helpdesk to assist IASO's in determining if a host is disabled, why it is disabled, and the host's current status.

The IA Team has also created an IA Team e-mail address to better serve the Fort Hood community. We can be found in the global as **Fort Hood Information Assurance Team** (address fhiatm@hood.army.mil). E-mails addressed to the IA Team should only reference IA issues, such as virus reports, log files, compliance reporting, reinstatement of user account requests, etc. All other issues should be directed to the Helpdesk. When you e-mail the IA Team concerning an issue, you will receive a reply e-mail from an IA Team member addressing what action has been taken in reference to your e-mail. Also, if you are working with an IA Team

Improved Information Assurance Services (Cont.)

member on a particular trouble ticket or problem, you should continue to e-mail the individual who has been assisting you. For more information, please contact the IA Team at 287-8462 or 287-2679.

DOIM Assumes Responsibility for SIPRNet

III Corps G2 transferred operational control of the Fort Hood SIPRNet to the 1114th Signal Battalion/DOIM on 12 July 2004. DOIM is now responsible for all SIPRNet (now officially called the "LandWarNet (Class)") issues on Fort Hood. Customers will continue to contact the SIPRNet Team at the Intelligence Contingency Readiness Center (ICRC) for service. Customers may request new service or report issues with current SIPRNet service by calling 287-5550. To address operations or management issues concerning the SIPRNet, please contact Jesus RosaVelez, DOIM Automations Branch Chief, at 287-3238.

CCB Meeting on 22 July

The next Configuration Control Board (CCB) Meeting will be held on 22 July at 1300. The local will be announced soon. For more information, please contact Anita Reagan at 287-5799.

DOIM Building Renovation

Renovation has begun on DOIM's main facility, building 13. During this renovation, major sections of the building will be consider construction zones and will require safety protection. Customers are reminded that most customer services have been moved out of building 13 for the duration of the renovation. The Help Desk, Information Assurance Team, and Networking Team have all been moved to Building 4428, on the corner of 72nd and Service Drive. The Telephone Service Center was moved to Building 4444, also on the corner of 72nd and Service Drive. All four sections are providing all normal services at this time and will continue to utilize their previous telephone numbers. For more information on the renovation or moves, please contact SGM Vias, Operations Sergeant Major, at 287-3635.

Telephone Outages in 4ID Area

There have recently been reports of telephone outages in the 4ID area. A recent electrical short in the 4ID area caused minor damages to a DOIM telephone cable, causing these outages. We are diligently working to get services restored to all buildings affected. For more information, contact Mr. Gary Parker at 287-5600.

Army Records Information Management System

AR 25-400-2, the Army Records Information Management System (ARIMS) is the official guide for records managers, effective 18 March 2003. ARIMS focuses on the management of long-term and permanent records. It also provides the business process to manage short-term records. ARIMS gives Army personnel a clear understanding of what records are required to be saved, regardless of the medium on which they are stored. ARIMS also simplifies the recordkeeping process by categorizing all records into two types (short-term and long-term/ permanent), while specifying disposition instructions and shifting retention and disposition responsibilities to records holding area personnel. ARIMS also provides support services and automated tools on the Web to reduce manual processes and ensure the rapid transfer and archiving of important electronic records, including e-mail. These electronic records can be transferred via a mailbox address to the Army Electronic Archives for secure long-term storage. For more information, please contact, Stephanie Speidel, DOIM Records Manager, at 287-0220.

Avoiding Unnecessary Call Charges

Extended Area Service (EAS) and Expanded Local Calling (ELC) allow Fort Hood personnel to place free local calls by dialing the appropriate seven-digit number. When calling from Fort Hood (254 Area Code), the following cities are included in the EAS and ELC programs:

EAS: Copperas Cove, Fort Hood, Harker Heights, Killeen, Nolanville

ELC: Flat, Gatesville, Jarrell (512), Kempner (512)

However, there continues to be a problem on Fort Hood with individuals incorrectly dialing cellular phones and local calling areas from Fort Hood. Over 2,000 calls were dialed incorrectly to Killeen in May 2004, resulting in numerous unnecessary charges to Fort Hood. Please see the examples below for incorrect and correct ways to dial Extended Area Service (EAS) and Expanded Local Calling (ELC) areas.

Incorrect examples for EAS calls are: 9-1-254-699-1234 or 9-254-699-1234 (a 10.8 minute call to Killeen costs $0.44). The **correct way to call an EAS area** is: **9-699-1234** (a 10.8 minutes call to Killeen costs $0.00).

Avoiding Unnecessary Call Charges (Continued)

Incorrect examples for ELC calls are: 9-1-512-932-1234 (a 10.1 minute call to Kempner costs $0.41). The **correct way to call an ELC area** is: **9-512-932-1234** (a 10.1 minute call to Kemper costs $0.00). For more information, please contact Sara Holt at 287-7089.

Contact Information

Director: LTC Edward J. Morris Jr., 287-7109

Deputy Director: Mr. Dennis Sheppard, 287-7109

Operations Officer: Ms. Philipa Pinkard, 287-3238

Automations Officer: Mr. Jesus RosaVelez, 287-3238

ILAN Chief (Network / Helpdesk Sections): Ms. Donna Turner, 287-3262

Systems Chief (LCC / NETAPPS Sections): Ms. Barbara Duckens, 287-1052

Information Assurance Branch: Mr. Jerry Brown, 287-4831, Ms. Michele Berry (IAM), 287-3261

Comms Branch: Mr. Gary Parker, 287-5600

Plans Branch: Mr. John McFarlin, 287-7495

Services Branch: Ms. Joan Ward, 287-0040